


Payment Options & Contact Info Current Charges At-A-Glance

 **Retail Store in Your Area**
FUQUAY VARINA
1330 E. Broad St.
Fuquay Crossing

Pay Online
EMBARQ.com/myaccount

Pay by Phone
1-877-813-7604

Customer Service
919-552-7171

Repair Service
1-800-682-1034

Internet Address
EMBARQ.com/residential

EMBARQ Services

Total

 **Standard Home Phone** - Page 3 39.95

 **Local and Optional Services** - Page 3 .96

 **Internet** - Page 3 44.95

 **Long Distance** - Page 4 .49

 **Wireless** - Page 4 34.78

Taxes and Surcharges - Page 7 17.29

Total Current Charges \$138.42

Savings & Benefits

You saved \$24.50 this month by combining Embarq services!
See Savings and Benefits section for details.

Previous Balance	Payments & Adjustments	Past Due, Please Pay Now	Total Current Charges	Total Amount Due
203.39	-102.14	101.25	138.42	\$239.67

Current Charges Due By: 09/12/07

If received after September 23: \$242.07

NNNNNNN 5

 Please Recycle



Please return this portion with payment

Customer Service
919-552-7171

Internet Address
EMBARQ.com/residential

Account Number

Please pay past due amount of
\$101.25 immediately

Total Amount Due: \$239.67
\$242.07 if received after September 23

Amount Enclosed: \$

Write your 13-digit account number on check
Make checks payable to:

00037778

39

Embarq
PO Box 96064
Charlotte NC 28296-0064



56 00000000013842 000239673 0000012

Monthly Statement
August 24, 2007

Customer Service
919-552-7171

Internet Address
EMBARQ.com/residential

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Account Number

Important Information and News You Can Use

Truth-In-Billing

Your local residential service will not be disconnected for failure to pay for local toll, long distance and/or non-regulated services. You must pay the amount shown below and any past due amounts for "Local Service" to retain your local telephone service.

The following break-out of current charges and additional explanation is provided to assist you in understanding your rights regarding payment for the phone services you use.

Current Charges:	Local Service	Toll/Long Distance (\$)	Non-Regulated (\$)	Total
	\$38.28	\$1.70	\$98.44	\$138.42

(+) Toll/Long Distance

Charges marked with this symbol reflect local toll or long distance services. Your local phone service cannot be disconnected for failure to pay these charges (marked as +). However, your ability to make future local toll and long distance calls may be blocked and the service provider(s) may pursue collection of unpaid charges.

(\$) Non-Regulated

Charges marked with this symbol reflect non-regulated services or equipment such as voice mail, inside wire maintenance, wireless service, internet service, or 900/976 calling. Your local phone service, local toll and long distance services cannot be disconnected for failure to pay these charges (marked as \$). As with toll and long distance services, providers of non-regulated services may discontinue availability and may pursue collection of any unpaid amounts.

Please review your bill and notify EMBARQ of any unauthorized charges or changes to your account.

Paying Your Bill

The due date printed on page one of this bill is fifteen days after EMBARQ placed the bill in the U. S. Mail. Charges are considered past due or delinquent on or after that date. A late payment fee of 1% will apply monthly to all charges that remain unpaid ten days after the due date.

Introducing the new EMBARQ™ Summary bill

EMBARQ is responding to customer requests for a concise and complete summary of their charges. If this interests you, you may "opt-in" to the new EMBARQ™ Summary. This will provide you with a monthly statement showing the totals of your bill by section. All details will be available via the web at embarq.com. Please remember, you may request a single detailed bill or return to monthly detailed billing at any time. Either of these options may be selected by contacting EMBARQ at the customer service number listed at the top of this page.

Important Information and News You Can Use continued on page 9

Payments and Adjustments

Payments and Adjustments

Payment - Thank you!

Aug 2

-102.14

Total Payments and Adjustments

-\$102.14

Standard Home Phone

Bundle charges for August 24 - September 23

Standard Home Phone

This section contains the monthly charges related to your Standard Home Phone. By selecting the Standard Home Phone, you saved \$18.69 over purchasing these features separately. All taxes for the below products are located in the Taxes and Surcharges section broken out by each service.

Local and Optional Services

Standard Home Phone

39.95

\$9.00 of this bundle is \$

Includes:

local telephone service

caller ID with name

enhanced call waiting

call waiting ID

return call (*69)

repeat dial (*66)

three way calling

call forward

Total Standard Home Phone

\$39.95

EMBARQ Local and Optional Services

Detail charges for August 24 - September 23

Additional Charges

This section contains any usage based charges, installations, repairs, and other miscellaneous charges.

1.0% Late payment fee - reflects late payment charges from prior unpaid amounts

1.01

Wireless Phone Promotional Discount

-150.00 \$

Equipment

Equipment purchase

149.95 \$

Total Additional Charges

\$.96

Total EMBARQ Local and Optional Services Charges

\$.96

EMBARQ Internet

EMBARQ Internet continued on next page

‡ and \$ - Local service will not be disconnected for failure to pay charges marked with these symbols. See page 2 for details.

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Customer Service
919-552-7171

Internet Address
EMBARQ.com/residential

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EMBARQ Internet (continued)

Detail charges for August 24 - September 23

Monthly Services

This section contains a summary of your monthly recurring charges.

EMBARQ high-speed Internet

44.95 \$

Total Monthly Services

\$44.95

Total EMBARQ Internet Charges

\$44.95

EMBARQ Long Distance

Long Distance Account ID: 0123456789

Long Distance Invoice: 0000000000

Detail charges for August 16

Additional Charges

This section contains any usage based charges and other miscellaneous charges.

Long distance charges

.49 ‡

Total Additional Charges

\$.49

Long distance charges for 919-557-5702

	Date	Time	Place called	Number called	Period	Minutes	Amount
1	Jul 18	4:00 P	FAYETTEVL, NC	910-323-0111	Day	2.0	.14
2	Jul 19	8:19 P	FAYETTEVL, NC	910-323-0111	Night/Weekend	2.0	.14
3	Jul 24	7:26 P	CALDWELL, NJ	862-703-8486	Night/Weekend	1.0	.07
4	Jul 30	9:54 P	FAYETTEVL, NC	910-868-3894	Night/Weekend	1.0	.07
5	Aug 16	6:41 P	ROCKYMOUNT, NC	252-903-2985	Day	1.0	.07

Total long distance charges for \$.49

Total EMBARQ Long Distance Charges

\$.49

EMBARQ Wireless

EMBARQ Wireless service is a Non-Regulated (\$) service provided by EMBARQ Communications Inc.

Wireless Shared Plan Summary for 08/09/07-08/13/07

New - Embarq 2 Year 200 Minute Plan

200 Anytime Minutes
50 Text Messages
Caller ID

Call Forwarding
Call Waiting
Nationwide Long Distance

Nationwide Roaming

Total Embarq 2 Year 200 Minute Plan

\$5.64

Wireless Shared Plan Summary for 08/14/07 - 09/13/07

EMBARQ Wireless continued on next page

‡ and \$ - Local service will not be disconnected for failure to pay charges marked with these symbols. See page 2 for details.

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Internet Address
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EMBARQ Wireless (continued)

EMBARQ Wireless service is a Non-Regulated (\$) service provided by EMBARQ Communications Inc.

Embarq 2 Year 200 Minute Plan

200 Anytime Minutes	Call Forwarding	Nationwide Roaming
50 Text Messages	Call Waiting	
Caller ID	Nationwide Long Distance	
Total Embarq 2 Year 200 Minute Plan		
\$34.95		

Detail of charges for 08/09/07 - 08/13/07

Wireless Usage Summary: 08/09/07 - 08/13/07

	Used	In Plan
200 Anytime Minutes	0	32
Bonus Minutes	0	24
Unlimited Calls-Home or Business Minutes	0	Unlimited
Unlimited Calls-Lines on Account Minutes	0	Unlimited
Text Messages	0	8

Monthly Service Charges: 08/09/07-08/13/07

This section contains a summary of your monthly recurring charges, including calling plans and calling features.

150 Bonus Minutes	08/09/07	.00
Unlimited Calls-Home or Business	08/09/07	.00
Unlimited Calls-Lines on Account	08/09/07	.00
Total Monthly Service Charges		\$0.00

Discounts and Promotions: 08/09/07-08/13/07

This section includes special offers or pricing promotions as credits.

Bundle Discounts		-.81
Total Discounts and Promotions		-\$0.81

Detail of charges for 08/14/07 - 09/13/07

Monthly Service Charges: 08/14/07-09/13/07

This section contains a summary of your monthly recurring charges, including calling plans and calling features.

150 Bonus Minutes		.00
Unlimited Calls-Home or Business		.00
Unlimited Calls-Lines on Account		.00
Total Monthly Service Charges		\$0.00

EMBARQ Wireless continued on next page

‡ and \$ - Local service will not be disconnected for failure to pay charges marked with these symbols. See page 2 for details.

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Customer Service
919-552-7171

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EMBARQ Wireless (continued)

EMBARQ Wireless service is a Non-Regulated (\$) service provided by EMBARQ Communications Inc.

Discounts and Promotions: 08/14/07-09/13/07

This section includes special offers or pricing promotions as credits.

Bundle Discounts

-5.00

Total Discounts and Promotions

-\$5.00

Total EMBARQ Wireless Charges

\$34.78

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Taxes and Surcharges

For an explanation of charges appearing in this section, please call 1-800-938-1172.

Local and Optional Services Taxes and Surcharges

Government Fees and Taxes

Federal Tax	1.15 \$
Tax imposed by the federal government on telecommunications services.	
State Tax	2.82 \$
Sales tax imposed by the state government.	
Telecommunications relay surcharge	.11 \$
Funds the telecommunications relay center which assists hearing and speech impaired individuals in communicating with others.	

Total Local and Optional Services Government Fees and Taxes \$4.08

Surcharges and Fees

Interstate access surcharge	5.68
This charge recovers part of the costs of local facilities used for interstate calling.	
Federal universal service fund	.64
The Universal Service Fund helps keep local service rates affordable to all and provides discounts on services to schools, libraries and low-income families.	
Emergency 911 surcharge	1.00 \$
This surcharge aids in supporting Emergency 911 services in your area.	

Total Local and Optional Services Surcharges and Fees \$7.32

Total Local and Optional Services Taxes and Surcharges \$11.40

Long Distance Taxes and Surcharges

Invoice Number: 08079770 - Aug 16

Government Fees and Taxes

State/Local	.10
Tax levied by state/local government.	

Total Long Distance Government Fees and Taxes: Aug 16 \$1.10

Surcharges and Fees

CARRIER UNIVERSAL SVC CHG	.12
The Federal Universal Service Fund helps keep local service rates affordable to all and provides discounts on services to schools, libraries and low-income families.	
CARRIER COST RECOVERY	.99
The charge aids in supporting interstate access charges assessed by some carriers, property tax expenses and federal regulatory proceedings and compliance expenses.	

Total Long Distance Surcharges and Fees: Aug 16 \$1.11

Total Long Distance Taxes and Surcharges \$1.21

Taxes and Surcharges continued on next page
‡ and \$ - Local service will not be disconnected for failure to pay charges marked with these symbols. See page 2 for details.

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EMBARQ.com/residential

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Taxes and Surcharges (continued)

Wireless Taxes and Surcharges

Invoice Period of 08/09/07 - 08/13/07 :

Government Fees and Taxes

Telecommunication Relay Service Fee	.11
Funds the TRS center which assists the hearing and speech impaired.	
State Sales Tax	2.26
State 911 Tax	.70
This fee aids in supporting Emergency 911 services in your area.	

Total Wireless Government Fees and Taxes: Aug 13 **\$3.07**

Surcharges and Fees

Federal Universal Service Fund Surcharge	1.46
Recovers Embarq's payments to the Federal Universal Service Fund.	
Wireless Number Pooling and Portability	.15
Costs for federally mandated wireless telephone number pooling and portability	

Total Wireless Surcharges and Fees: Aug 13 **\$1.61**

Total Wireless Taxes and Surcharges **\$4.68**

Total Taxes and Surcharges **\$17.29**

‡ and § - Local service will not be disconnected for failure to pay charges marked with these symbols. See page 2 for details.

Important Information and News You Can Use (continued)

Contacting EMBARQ

For your convenience, information about your local phone service is available any time through the EMBARQ™ internet address @ EMBARQ.com. To speak with a customer care associate, call-in hours are Monday - Friday 8 a.m. - 7 p.m. and Saturday 8 a.m. - 5 p.m.

You can find the number of your Customer Care call center in the information pages of the telephone directory and on your bill. If you are calling from outside your local calling area please dial 1-800-672-6242 to reach us.

Service problems can be reported 24 hours a day, seven days a week. Call toll-free 1-800-682-1034.

WELCOME TO YOUR IMPROVED EMBARQ™ BILL!

We've made improvements to make your EMBARQ™ bill easier to understand. Specifically, we have either clarified existing information or added new sections to the bill. For additional information, please visit us at embarq.com.

If you subscribe to one of our bundles, you will see the name of the bundle on the summary page of your bill, as well as throughout the new "Bundle" section. We have improved the display of all bundle components to ensure you know exactly which products and services are included. Additional EMBARQ™ products that you may have purchased from us will continue to be displayed in the "Local" section of your bill.

If you subscribe to EMBARQ™ High-Speed Internet you will see those charges displayed under the Internet column of the Summary page, as well as in the new "Internet" section of the bill.

We have moved all Taxes and Surcharges to a separate column row on the Summary page, and have created a new "Taxes and Surcharges" section of the bill. We will continue to display "explanations" for each tax or surcharge as we do today.

If you have charges from another company for which EMBARQ provides billing, you will see those totals displayed under the new "Third Party Charges" column on the Summary page. Details of those charges will be in the new section of the bill titled "Third Party Charges."

Finally, under our new "Special Offers" section, we will identify offers and products which may be available in your area.

EMBARQ™ Personal Messenger discontinued

Beginning August 6, 2007, the EMBARQ™ Personal Messenger feature will be discontinued from the EMBARQ™ portfolio and your callers will be unable to leave messages for you using this product. However, EMBARQ™ Voicemail offers you the ability to receive voicemail messages 24/7, check messages anytime from any location, and forward and reply to messages, mark a message urgent, schedule future delivery, request confirmation when the message is played, and check/listen and respond to messages online. If you would like to sign up for EMBARQ™ Voicemail, please contact the customer service number listed at the top of this page. We apologize for any inconvenience and value you as a customer. We look forward to continuing to serve your telecommunications needs.

Get a voicemail box for everyone in the family with EMBARQ™ Family Voicemail

EMBARQ™ Family Voicemail allows up to four family members to set up and access their own mailbox through one call-in number. Not only can each family member set up their own greeting and pass code protect their mailbox, they can easily access and manage their mailbox through the Internet at embarq.com/myaccount. Contact EMBARQ today to find out how you can add EMBARQ™ Family Voicemail.

Notice about electronic check conversion

When you provide a check as payment, you authorize us to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day your payment is received and you will not receive your check or check image back from your financial institution. If you do not want to have your check payment converted to an electronic transaction, please call 800-449-9925.

EMBARQ offers convenient alternatives to mailing your payment each month. Simply go to embarq.com/myaccount to make a one-time payment or to set up recurring payments from your bank account.

Considering a new career?

If you've got the drive and fresh thinking, apply at embarq.com/teamup

Refer your friends & family and earn up to \$300!

Get a \$25 invoice credit when the friends and family you refer sign up for qualifying EMBARQ™ Services including EMBARQ™ Unlimited Long Distance, EMBARQ™ High-Speed Internet, EMBARQ™ Wireless and DISH Network® Satellite TV. Make as many referrals as you'd like and earn up to \$300 in invoice credits per calendar year! Visit embarq.com/referral today!

Important Information and News You Can Use (continued)

Visit us on the web!

Did you know you can get answers to many of your account and billing questions when you go to embarq.com/myaccount? Check your account balance, pay your bill, set up automated payments, check the date and amount of your last payment, and get detailed definitions of all taxes, fees and surcharges, all at one helpful location. Visit embarq.com/myaccount today!

Call Before You Dig

Please help protect the telephone network against accidental outages from cable cuts by calling at least 48 hours before you dig or drill, toll-free: 1-800-632-4949. We will locate buried cables for you free of charge.

Did you know that you can pay your bill online?

Visit embarq.com/myaccount and go paperless today! EMBARQ™ eBill service allows you to view, print and pay your phone bill online. You can even download up to three months of previous bills into Excel. It's fast, easy, secure and free! In addition, you can review current services, past bills, payment history, user guides and frequently asked questions.

Service Changes and Carrier Selections

This section is provided to conveniently identify any changes to your account since the last bill and to confirm your carrier selections.

Summary for

Services and Equipment	Activity	Confirmation
EMBARQ high-speed Internet	Added Aug 6	R813264
EMBARQ high-speed Internet	Removed Aug 6	R813264

Current Carrier Selections

Activity

Local Toll:

Embarq Communications no change

Long Distance:

Embarq Communications no change

Savings and Benefits

We believe in rewarding you for maintaining multiple services with us. By selecting the Standard Home Phone, you saved \$24.50 over purchasing these features separately. Your total communications and entertainment savings this month is:

Services	Savings
Standard Home Phone	18.69
Wireless	5.81
Total Savings	\$24.50